

CHAPTER 41

Office Business

1. Organization of office:-

The first and fore-most task for the head of a department or office is to organize his office by dividing it into various sections in accordance with the subjects dealt with and the volume of work done. For this purpose, the following criteria should be kept in view: -

- 1.1. The office should be divided into various sections and each section shall comprise of as many clerks as are warranted by workload i.e. nature and quantum of work. An Assistant or Senior-most U.D.C. may be designated as Section-in-charge in bigger offices. The bigger office should be that office where total ministerial strength is more than 25. These Section-in-charges should be authorized to submit papers of routine nature direct to officers concerned with a view to expedite disposal. The Office Superintendent should ordinarily be kept free to exercise general supervision over staff, to conduct inspections and to see that various periodical returns are submitted in time. In particular, he may be called upon to deal with establishment and confidential papers as also papers specifically marked for him by officers.
- 1.2. In smaller offices, where the strength is less than 25 clerks, the Office Superintendent is expected to scrutinize the papers of all clerks and formation of sections and appointment of Section-in-charges as stated above may not become necessary.
- 1.3. Where the volume of work is considerable and the head of department or office needs assistance in the disposal of the work coming before him, he should authorize his subordinate officers at the headquarter to dispose of finally routine type of work in respect of one or more sections in office so that disposal may be expedited and

designate them as officer-in-charge of the section or sections concerned. Papers relating to establishment and policy matters should, of course, be submitted to the head of department or office through the subordinate officer concerned for final orders.

- 1.4. An exhaustive list showing subjects dealt with in each section should be prepared and kept on the file of standing orders. All correspondence files should be opened and numbered in accordance with this list. No variations in this list should be permitted except under orders of the head of department or office. All such orders be properly recorded and kept on the file of standing orders.

2. Attendance

- 2.1. Punctuality should be strictly enforced. For this purpose, all clerks should be required to note time of arrival also while putting their initials in the date columns of the attendance register and staff members should reach 5 minutes earlier than the prescribed time so that they may actually start working at the scheduled time.
- 2.2. Normally in an office, two attendance registers may be maintained, one for ministerial & subordinate staff and the other for class IV servants. In small offices, however, a common register may be maintained. In big offices, where the staff is large, separate registers may be maintained for each section. The register for subordinate and ministerial staff should remain at the table of the Head of Office / Officer-in-Charge/Sectional Officer and for class IV servants at the table of Office Superintendent.
- 2.3. Where the attendance register for class IV servants is separately maintained, it should remain with the Office Superintendent. Each class IV servant should attend the office half an hour before the scheduled time. They should appear before Office Superintendent who should mark 'P' in lieu of attendance in the relevant column of the register. Where the class IV servants are literate, they may be permitted to put their initials with time of arrival.
- 2.4. Every Government servant is expected to apply for leave, if he is not in a position to attend office at prescribed hours.
 - 2.4.1 No ex post facto permission for coming late should be granted. Those who attend the office after prescribed hours will be marked late and half days' Leave shall be debited to C. L. account.

- 2.4.2 Prescribed office time is 9.30 A.M. and, therefore, it is necessary that all officers and employees are present in the office at 9.30 A.M. Those officers and employees who are not present at 10.0 AM would be marked (X) against their name in the attendance register.
 - 2.4.3 All officers and employees must limit lunch hours up to 2.00 PM and thereafter they should not leave office.
 - 2.4.4 For each (X) cross half-day leave would be deducted.
 - 2.4.5 If an employee comes to office late three times in a month, he would be considered as habitual latecomer and action against him/her would be taken under Rule 17 of the CCA.
- 2.5 Class IV Employees to attend office in Uniform. Officer should ensure that class IV employees and Jamadars working under them always come to office in the uniform and those who are not provided with the uniform should come in neat and clean clothes. If any class IV employee does not turn up in the office properly dressed up then he should be told to go home and come back after wearing proper clothes or uniform. Action against employees who frequently violate dress code should be taken under C.C.A. Rules. Officer concerned should ensure that: -
- 2.5.1. Class IV employees come to the office in proper uniform at least 30 minutes before office time.
 - 2.5.2. They should sit in the section or just out side it.
 - 2.5.3. That class IV employees of adjoining sections don't gossip and gather at one place.

For persistent late coming without applying for leave, action will be taken against the defaulters as per instructions¹ issued by GAD from time to time.

3. Receipt and disposal of 'dak'

- 3.1 Generally, a head of department or office is busy with important work and is also often out on duty and it may not be convenient for him to open all 'dak' himself. In such cases, he may authorise his subordinate officer at the headquarter or Office Superintendent to open all postal and local 'dak' received daily except the covers marked 'secret' and 'confidential' and covers addressed to officer by name.

1. Government Circular No. F.2(2) GA/A/65 dated: 2.7.1965 and Pa5(5)GAD/Gr-4/Inspection/2006 dt 5/12/2006 & 20/8/2010.

- 3.1.1. The Office Superintendent will first of all take out from the lot all 'secret' and 'confidential' covers and covers addressed to the officers by name and send the same to the officers at once..
 - 3.1.2. He will then get opened in his presence all other 'dak' and collect it in a pad. He should go through each letter and initial it with date and put section mark and send the same in separate pads to the respective officer-in-charges. For the sake of convenience, a rubber seal may be got prepared for stamping date. This work can be got done by a peon in the presence of the Office Superintendent. This would save considerable time.
- 3.2. Out of the whole lot, the Office Superintendent will sort our urgent and important papers and papers requiring perusal of the officer and send the same at once in a pad to the officer. The other dak will be sent to the officer-in-charge wherever nominated and after their perusal will be made over to the General Receipt Clerk immediately for being entered in the Receipt Register . This procedure be repeated twice in a day as and when postal 'dak' is received in lot.
- 3.3. The officer while perusing 'dak' opened by him or received for perusal from office, will record necessary orders while going through the 'dak' and return the same to the Office Superintendent. He will also mark cases for dictation. Such cases will be made over to his P.A. for dictation and the P.A. will arrange to issue letters forthwith after these have been signed by the officer. An effort should be made to dispose of as many papers as possible at this stage without waiting for a formal note.
- 3.4. A special register shall be maintained for urgent and important papers and papers required to be put up on a particular date under the supervision of the Office Superintendent in the form prescribed for the purpose. Such papers need not be diarised in the General Receipt Register. This will enable the Office Superintendent to see that orders passed are being complied within time. He may depute one of the clerks to make necessary entries in this register. That clerk will follow up the papers from clerk to clerk and have the needful done and report the cases of default, if any, to the officer through the Office Superintendent for necessary action. A separate register will also be maintained for the representations received from the employees of the department so that the concerned clerk can follow it up. This

register should be put up to Officer-in-charge once in a month and by him to the head of the department once in three months. While doing so, Officer-in-charge should get an extract prepared of pending cases and disposed of cases. For all cases pending for more than three months, the Officer-in-charge will record specific reasons for pendency.

- 3.5. The General Receipt Clerk should be required to diarise all 'dak' received by him up to 2.30 p.m. and deliver the same in respective sections the same day through delivery book. The 'dak' received thereafter be diarised and delivered the next day by 1 p.m. at the latest.
- 3.6. For secret and confidential papers, a separate Receipt Register may be maintained by the Personal Assistant or Stenographer himself in prescribed Form. The signature of the Clerk concerned shall be obtained in the register, where any paper is made over to the clerk for necessary action.
- 3.7. In sections, the Section-Incharge should go through the 'dak' put his dated initials on each paper and also write in brief the name of the clerk to whom it relates and arrange to distribute the same among clerks within half an hour of receipt of the 'dak' by him. He should obtain their signatures in token of having received the papers in a Memo Book to be maintained in the prescribed form This would show at a glance the number of papers delivered to each clerk on each date and enable the Incharge-clerk to verify the correctness of entries made in the Dealing Clerk's Diary and also fix responsibility for any loss or misplacement of paper.

4. General receipt and dispatch

- 4.1. There should, ordinarily, be one General Receipt Register for the entire office. Where the volume of work is considerable and cannot be handled by one clerk, two clerks may be engaged for the purpose. They may maintain one register each. In such cases, it may be indicated on the basis of average number of papers received, what type of papers will be diarised by each clerk.
- 4.2. The letters shall be dispatched by the dealing assistant by giving the file No. and group No. and sent to the dispatcher for delivery either through post office or through Peon Book as the case may be. The dealing Assistant shall put the letters in the envelopes duly addressed except circulars and letters going to subordinate offices. The

dispatcher while sending them by post will see that the letters coming from different clerks addressed to the same officer are put in one envelope and surplus addressed envelopes are returned for re-use. This will save stationery as well as postage. For issue and dispatch work also, there should, ordinarily, be one clerk for the entire office. The number may be increased to two where the work is heavy. For local delivery, the dispatcher will maintain Peon Book and Service Postage Stamps Register for postal dak.

- 4.3. For the sake of facility in sorting out papers for dispatch, the dispatcher will be provided with a pigeon hole containing the requisite number of holes.
- 4.4. All letters for dispatch shall bear the number of the file to which they relate on the left hand top corner and the number of enclosures, if any, at the bottom of the body of the letter on the left hand side. Care should be taken to ensure that no enclosure is left behind. The dealing clerk shall be held responsible for such mistakes. With a view to minimise such chances, the clerk concerned should make it a point to see before the papers are put into envelopes that enclosures are stitched to the letter meant for issue. The typist should also indicate the enclosure by drawing a slanting line in the left-hand margin against the typed matter making mention of the enclosure.
- 4.5. The balance of service postage stamps should be struck off daily and signed by the Office Superintendent.
- 4.6. For quick disposal of work it would be expedient to provide the dispatcher with rubber seals of different designations for being affixed on envelopes to be dispatched. It would save enough time which is at present devoted in writing addresses on all covers.

5. Records room

5.1 Consignment, arrangement and preservation records :

- 5.1.1. Every head of department will maintain a Record Room at the headquarters for record of the head-office as well as the record of the subordinate offices.
- 5.1.2. Wherever necessary, a sub-record room may be maintained for a subordinate office or a group of subordinate offices under the orders of the departmental head. In such cases, the order will clearly indicate what

type of record will be kept in the sub-record room.

- 5.1.3. All record which is required to be retained permanently must be consigned to the departmental record room at the headquarters.
- 5.1.4. At the end of each month all cases which have been finally disposed of shall be consigned to the record room. The record will be accompanied by lists, in duplicate, containing the particulars of record viz. serial number, file numbers under each subject head and date of disposal. The lists will be in order of date of disposal under each category of subject head.
- 5.1.5. On being received in the record room, the list will be compared with the files received and the duplicate list returned to the Officer or section concerned under the signature of the record keeper.
- 5.1.6. In the record room the record will be kept arranged subject-wise in order of date of disposal as indicated in the forwarding lists. Such lists will be kept bound together in annual bundles for reference.
- 5.1.7. Before consignment of files in the record room, it is the duty of the clerk concerned to examine the cases and ensure that in all cases action is complete and the cases are ripe for recording.
- 5.1.8. Thereafter, the clerk should indicate the class of the file on the Left hand top corner of the file. This classification will be attested by the Superintendent or incharge clerk and in difficult cases, the Superintendent will himself mark the classification under his signatures. For this purpose, files should be classified under the following five classes: -
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|-----------|---|----------------------------------|
| Class I | - | to be retained for one year, |
| Class II | - | to be retained for five years, |
| Class III | - | to be retained for ten years, |
| Class IV | - | to be retained for twenty years, |
| Class V | - | to be retained permanently. |
- 5.1.8.1 All important files or notes containing orders for future guidance or established precedents will

be retained permanently.

- 5.1.8.2 Cases in which the conduct of officers has been noticed and entries made in the character roll maintained by the department, will be retained so long as the officer affected remains in the service of Government.
- 5.1.8.2.1 Subject to the instructions contained in clauses 5.1.8.1 and 5.1.8.2 above, Superintendents, will exercise their discretion as to the period of retention of files in one or the other of the five classes given above according to the importance of the subject dealt within the files.
- 5.1.8.2.2 Class II- should include cases such as suits by or against Government, entertainment of temporary establishment, audit and inspection reports, finally settled, answers to questions as asked in the Legislature, result of departmental examinations.
- 5.1.8.2.3 Class III should include cases such as appeals against disciplinary action, corrections and amendments in manuals, appointment of permanent establishment etc.
- 5.1.8.2.4 Class IV - should include cases such as alteration in the date of birth, special reports relating to conduct of work of Gazetted Officers, acquisitions of land etc.
- 5.1.8.2.5 Class V- should include all cases of importance such as construction of Government buildings, opinions of

Government on proposed Legislation, rules framed under laws, delegation of powers, changes in the names of districts, sub-districts, tehsil or villages, grant of land and assignment of land revenue and boundary disputes and other files and documents of historical importance.

- 5.1.9 Reference to earlier files must be carefully counter-marked in the departmental confidential almirah. Such cases may later be similarly entered on the cover of the earlier files, the later numbers of files if both the former and later have any connections. This is necessary to enable the records to be traced either backwards or forwards.
- 5.1.10 Confidential files should be separately recorded and kept in the departmental confidential almirah. Such cases may later be transferred to the Record Room if the department or office concerned considers that these are no more confidential.
- 5.1.11 Files should be kept in the Record room in packets of convenient size, arranged year-wise and in the order of date of disposal. A stiff board should be placed at the head of each packet on which the number of each file in the packet should be entered.
- 5.1.12 Registers should be sent to the record room when these are no longer required for use in the department or office. Attendance register, casual leave register and peon books should be destroyed three years after the close of the year to which they relate.
- 5.1.13 The following procedure should be observed for consignment of files etc. to the record room: -
- 5.1.13.1 The Superintendent or Section Incharge should see that from every file sent to the record room, the following papers are removed: -

- 5.1.13.1.1 Un-necessary brown covers.
- 5.1.13.1.2 Reminders and explanations for delay if the required answer has been received or sent if they do not bear the serial numbers.
- 5.1.13.1.3 Rough copies of faired drafts.
- 5.1.13.1.4 Proofs of finally printed papers.
- 5.1.13.1.5 Office slips
- 5.1.13.2 Before sending files to the record room they should be sorted out and arranged year and number-wise. Files of the same year should be arranged and entered in the list serially and according to the ascending order of their file numbers.
- 5.1.13.3 Old files and new files should be entered in separate lists, in duplicate. Old files are those which were once requisitioned from the record room for reference purposes and new files are those which are consigned to the record room for the first time.
- 5.1.13.4 Lists sent to the record room should be prepared correctly head-wise in serial number and legibly to avoid mistake and consequent back reference to the department or office concerned.
- 5.1.13.5 Files should be sent to the record room only after they have been finally closed.
- 5.1.13.6 Where the note portion is separate, it should be stitched at the end of the correspondence portion of the file. The order for recording the file should be last proceeding on the note portion. The superintendent or Section incharge will sign the order for recording the file.
- 5.1.13.7 The old files which were requisitioned and returned to the record room in which no alteration in the period of retention is made

should be restored to their proper places after these have been checked.

- 5.1.13.8 Files that are to be retained permanently should not be mixed up with other files in the same list nor should the files, that are returned from the record room for correction be sent back to the record room entered in the same list under which new files are consigned. The files should be returned to the record room within a week after necessary corrections, through the list under which they were sent by the record room.
- 5.1.13.9 Departments or offices should return the files obtained on requisition to the record room immediately after their purposes has been served.
- 5.1.13.10 While closing the files care should be taken to see that all the papers dealt with on the files are available on them and are duly paged by lead pencil and that note portion also bears consecutive paragraph and page numbers. If by chance any paper has been returned in original or sent to some other section or office a note to that effect may be made in the proper place.
- 5.1.13.11 The Superintendent or Incharge section should see that no action ordered or suggested has been overlooked, that the papers in the recorded files are complete and they include no irrelevant and extraneous papers of another files.
- 5.1.13.12 Similar files opened on the same subject in the same year through an over-sight should be amalgamated into one before consigning to the record room.
- 5.1.13.13 No loose papers etc. will be accepted in the record room until they are made into files given regular file number.

- 5.1.13.14 Recorded files requisitioned from the record room for reference purposes should never be reopened to deal with fresh receipt. When the files are consigned to the record room and fresh receipts on the same subject are received they should be dealt with in new files to be opened both the new and recorded files should be counter marked (linked) on the file covers by giving necessary reference.
- 5.1.13.15 Before files are consigned to the record room they should be given double knots and the remaining portions of both the ends of the file lace should be clipped so that the recorded files cannot be re-opened.
- 5.1.13.16 If the files are not received in accordance with the above procedure the Incharge, record room, will not accept them.

5.2 Requisition of Records:

- 5.2.1 No file or paper in file should be removed from the record room without leaving in its place a requisition slip duly signed by the person making the requisition and setting forth the purpose for which the paper or volume is required. Any neglect of these instructions should be brought promptly to the notice of the Head of Department or Office through the Superintendent or incharge by the person responsible for the custody of the records who should refuse to comply with requisitions from officers and clerks, etc. which are not in the prescribed form. A similar trace should be left in respect of paper removed from one current file to another. When a paper taken out is restored to its place, the requisition slip for it should be destroyed.
- 5.2.2 Papers returned to the record room must be restored at their places without delay
- 5.2.3 No papers should be deposited in the record room without the knowledge of the Incharge of record room.

- 5.2.4 The duties of the Incharge, record room in respect of the records kept in the record room are to see.
- 5.2.4.1 that they are properly dusted and kept tidy, and that proper precautions are taken for their preservation;
 - 5.2.4.2 that no un-authorized person is allowed to enter the record room or to have access to the records, and the rooms are securely locked when the record room is closed;
 - 5.2.4.3 that requisition of papers which comply with the rules are strictly carried out.
 - 5.2.4.4 that the records are kept, arranged in the prescribed order and that spoiled and torn labels and covers of files etc. and boards at the top of the file packets are replaced by fresh ones.
- 5.2.5 A register of files sent out of the record room shall be maintained in form No. 19.

5.3 Weeding of records:

- 5.3.1 The Incharge of the record room shall see that the work of checking and weeding of files is done regularly by the record clerks.
- 5.3.2 The broad principle to be followed in weeding and destruction of records is that no papers which are important or are likely to become important in future however, indirectly as sources of information on any aspect of history, whether political, military, social economic, etc., or which may in future prove to be of biographical or antiquarian interest should be destroyed.
- 5.3.3 In cases of doubt the matter may be referred to the Head of Department or office who may at his discretion direct the retention for longer period or permanently or any paper which he may consider likely to be useful in the future.
- 5.3.4 Generally the periods prescribed for retention and destruction should invariably be taken to run from the date of final order on the file.

- 5.3.5 Immediately after a new non-permanent file is accepted in the record room, an entry in regard to it will be made in the elimination or destruction register) under the year in which the file is to be weeded out.
- 5.3.6 Entries in columns 1 to 6 of the register will be made as soon as the file is accepted in the record room. Entries in columns 7 to 9 will be made when the file is destroyed or eliminated. Entries in the remarks column can be made whenever necessary e.g., when the classification of a file is changed resulting in its transfer to another period for elimination or destruction etc.
- 5.3.7 The destruction or elimination of files so marked for each year should be taken in hand by the Incharge of the record room assisted by the clerks immediately after the commencement of the year and completed before its close. The Incharge of the record room will keep a strict watch over the progress of the work and ensure that the destruction work does not fall in arrears.
- 5.3.8 The weeder should take out from the file racks in convenient lots, the files due for destruction. For the sake of convenience the files should be taken out in the order in which they have been entered in the destruction register. The weeder will carefully examine the classification) marked on the left hand top corner of each file and check that each of the files is due for destruction. He will also look through the file curiously to satisfy himself that the file has lost its utility. He will then make the entries in column of the destruction register and authenticate them in relevant column . He will also distinctly mark under his signature in the file register and other register the dates on which the files are physically destroyed. The files and the registers will then be put up to the Incharge, record room.
- 5.3.9 The Incharge, record room, will check and authenticate the entries in the destruction register. He will also glance through some of the files to satisfy himself that the files to be destroyed are no longer useful.
- 5.3.10 If the Incharge, record room feels that any of the files is not ripe for destruction he will send the file to section or office

concerned for reconsideration of its classification. On return the file will be entered for destruction in the year indicated if it is reclassified otherwise it will be destroyed.

- 5.3.11 If the section or office concerned, at any time before the actual weeding out of a file, feels that it should be reclassified, the file should be requisitioned from the record room and necessary corrections should be made accordingly under the signature of the Superintendent or Incharge of the section or office concerned. Necessary entries will then be made in the destruction register also.
- 5.3.12 Files of confidential nature will be burnt after they are weeded out. Other files will be torn into small bits and disposed of as waste paper.
- 5.3.13 All weeded out files and documents should be torn in small bits so that there may not be any danger of anybody knowing the contents. The small pieces so made should be mixed up with the pieces of papers torn from the published material, if possible, reports, gazettes etc. which are no more required, and the ordinary sweepings from the office room. The whole lot of the papers thus obtained will be sold as waste paper. File Boards, covers and laces etc., should be removed and used again.